

Boarding & Cleaning Requests Received Codes & Regulations

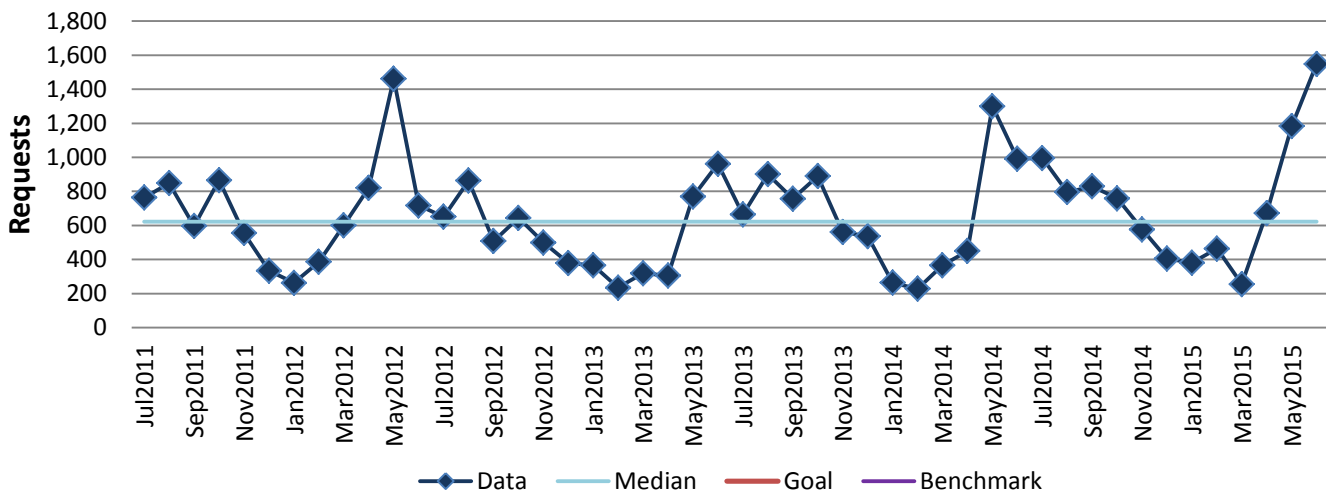


KPI Owner: Darrell Coomer

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY12 Monthly Average: 685 requests Goal: N/A- Input Measure Benchmark: N/A		Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The total number of requests received for boarding, cleaning and cutting of vacant and abandoned properties. Why Measure: Quantify the workload driven by citizen requests. Next Improvement Step: N/A- Input Measure		
How Are We Doing?					
Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
N/A	8,868		N/A	1,549	
Requests	Requests		Requests	Requests	

Boarding & Cleaning Requests Received



Root cause analysis is not applicable for an input/demand for service measure.